

Bhavana Jain



Email – bhavana.jain@gmail.com / Cell – 510-260-6540

EDUCATION

Masters in Business Administration (Tourism Management), India - 2000

CERTIFICATIONS

Google Project Management Certification, Coursera, 2024

IIBA Entry Certificate in Business Analysis (ECBA) 2024

Business Analysis Fundamentals by Microsoft, Coursera, 2024

SKILLS

Business Analysis:

Business Process Analysis, Problem Solving Skills

Stakeholder Management:

Stakeholder Engagement, Customer Relationship Management (CRM), Vendor Negotiation and Management

Wireframing & Process

Design: Balsamiq, Figma, Draw.io

Technical skills:

MS Office – PowerPoint, Excel, Jira, SQL (Coursera)

INTEREST

Travel and Photography (2004–Present)

With over 17 years of experience as both an intrapreneur and entrepreneur. I am eager to leverage my extensive experience and analytical skills to deliver actionable business insights and enhance operational efficiency.

Professional Experience –

Business Analyst, Abundanci Management Services
June 2022 — Nov 2024

- ◆ Developed a Data Reporting and Analytics Platform to enhance decision-making capabilities.
- ◆ Conducted requirements gathering and gap analysis to optimize banking operations.
- ◆ Designed wireframes and modernized bank operations by creating intuitive user interfaces and process flows, leveraging Balsamiq, Figma and Draw.io for enhanced system visualization and understanding.
- ◆ Created detailed documentation, including business requirement documents (BRDs) and functional specifications.
- ◆ Transformed complex business requirements into clear user stories and use cases for Business Intelligence solutions.
- ◆ Engaged with stakeholders to identify pain points and propose actionable business solutions.
- ◆ Assisted in user acceptance testing (UAT) and system implementations to ensure seamless deployment.
- ◆ Collaborated with cross-functional teams, improving in operational efficiency.

Operations Manager, India Travel Plan LLC – April 2007 — May 2022

- ◆ Oversee business operations, finance, sales, and customer service strategies.
- ◆ Conducted business requirement gathering by working with clients and stakeholders to improve service offerings.
- ◆ Negotiated contracts with vendors, ensuring cost-effective service delivery while maintaining high customer satisfaction.
- ◆ Developed business process documentation, workflow models, and performance reports for strategic planning.
- ◆ Excellent organizational skills, attention to detail, and ability to thrive in a dynamic environment.

Volunteering -

Board of Directors, IRCC (SoFI)

Feb 2019 — Present

Serve as Secretary for the Board, managing organizational records, meeting minutes, and event planning. Actively coordinate cultural and community events and volunteers to enhance community participation.

Board of Directors, Art Council of Greater Weston Mar 2020 — Present

Entertainment Director Weston World Fest

Oversee the entertainment program for Weston World Fest, managing performers, event schedules, and logistics for a festival attended by over 5,000 people.